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FCC Mail Room

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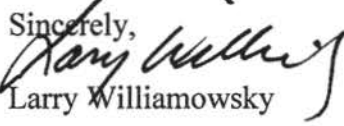
Tom Wheeler
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Mr. Wheeler,

I am writing to you to express my concerns about the proposed expansion of Comcast Cable with Comcast's desire to purchase Time Warner Cable. My concerns relate to the lack of competition in the industry. Comcast is the only cable (wired) choice in Southern Delaware. I know that this area of the country will not be directly affected by the proposed merger. The point I trying to convey is that by allowing Comcast to get even larger than it already is will give them more opportunity to treat their customers with disrespect. In my instance, on Saturday May 17th at approximately 10:27 AM, Comcast promised me a technician would be at my service address 24 Wagon Wheel Lane Rehoboth Beach Delaware between 1:00 PM and 5:00 PM later that afternoon. At 4:30 PM a recorded phone was sent by Comcast telling me they would be at my service address Sunday May 18th between 10:00 AM and 12:00 PM. Comcast has a policy of crediting \$20.00 for a missed appointment. That amount is a joke, Comcast must be held accountable for their lies. Numerous other phone calls on the 17th were fruitless. Comcast employee Daisy at 5:43 PM did give me a confirmation number and a statement that I would receive a call back from a technician within 1 hour. I never heard back, this was the second lie from Comcast on Saturday May 17th.

Comcast needs to be accountable before they can be allowed to "purchase" additional growth.

Sincerely,


Larry Williamowsky

CC:

Mr. Brian Roberts, Comcast
Mr. Neil Smit, Comcast
Mr. Michael Angelakis, Comcast

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